



**Progress Energy**

# Storm Information Packet

**Carolinas**

# How do I report a power outage?

The quickest and easiest way you can report a power outage is by using Progress Energy's toll-free automated voice-response telephone system at **1.800.419.6356**.

When you call **1.800.419.6356**, you will hear a brief message offering the latest restoration information. You then select whether you are "reporting an outage" or have an "emergency situation."

## Reporting an outage

There are several benefits to reporting your outage using the automated system:

- You can identify yourself using your Progress Energy account number, your telephone number or your Social Security number.
- Once you identify yourself, you can receive an estimated time of restoration for your home or business.
- You can call back at any time for an update on your specific situation.
- The system can call you to change the estimated time when power will be restored.
- After power is restored, the system can call you to confirm that electricity is working properly in your home or business.

Progress Energy encourages everyone to report power outages using this system – even if you think your neighbors have reported their outages, you should call to report your own. This helps us identify isolated pockets of power outages we might not be aware of so we can deploy line and service personnel appropriately.

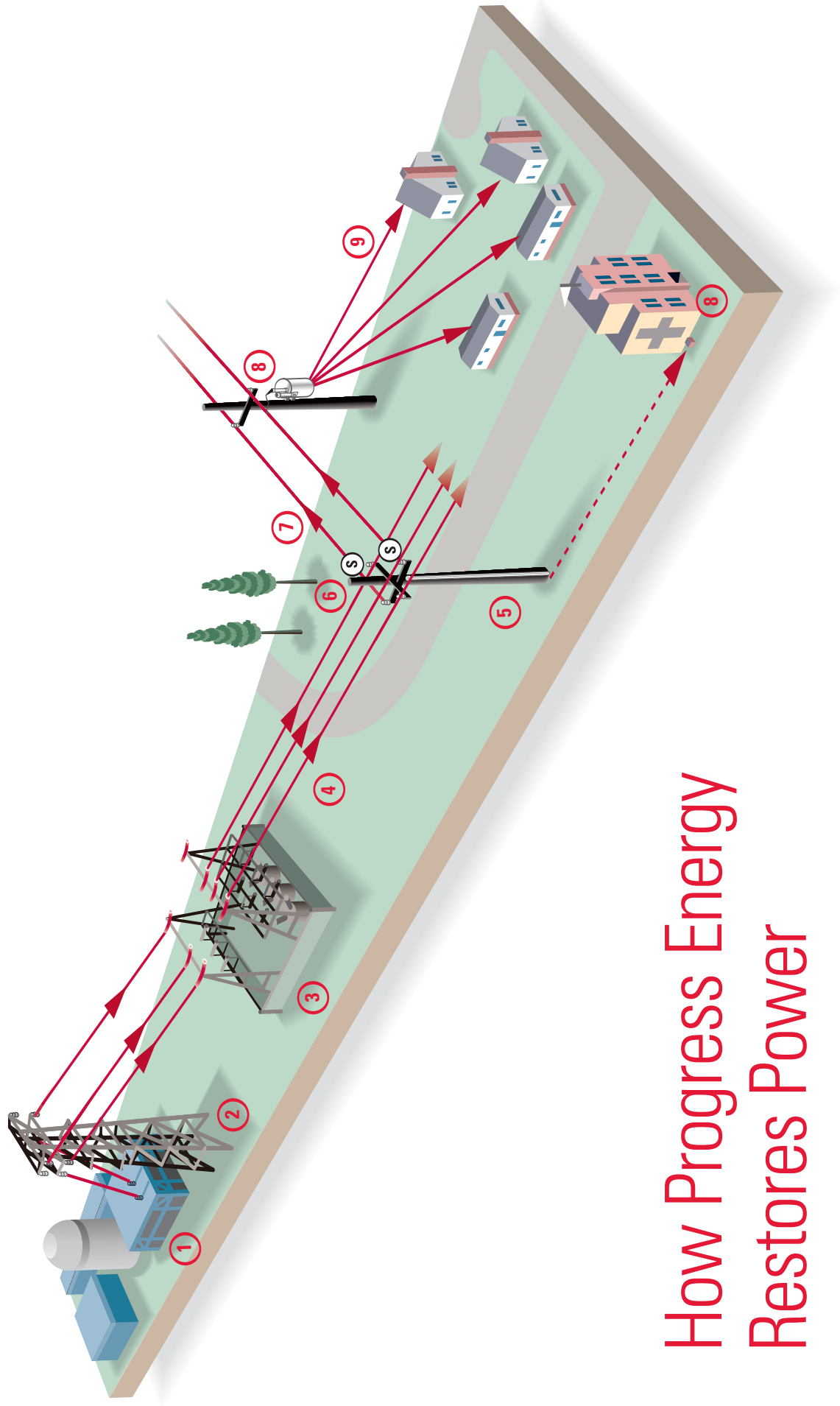
## Emergency situation

If you choose "emergency situation," you will be routed directly to a Progress Energy representative for assistance. An emergency situation is one that poses an immediate threat to your safety – for example, a downed power line draped over your front door.



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# How Progress Energy Restores Power

From left to right **(1) generation sources** (power plants) and **(2) transmission lines**, **(3) the transmission-to-distribution substation** (where voltage is lowered), **(4) distribution feeder** (which might serve some facilities directly), **(5) power pole** (showing underground services to hospital), **(6) fuse** (designated by 'S'), **(7) tap line** (the type of line that runs along the streets of neighborhoods), **(8) pole-top or pad-mount transformer** (for reducing service voltage to individual households and businesses), and **(9) service lines** to individual homes.

# Meter damage and repair

In the aftermath of a severe weather event such as a hurricane or winter storm, there are often hundreds or thousands of crews working to restore power to as many people as quickly as possible. While these crews can restore power to damaged transmission and distribution lines, there is equipment on a customer's property that needs to be repaired before power can be restored to that individual location.

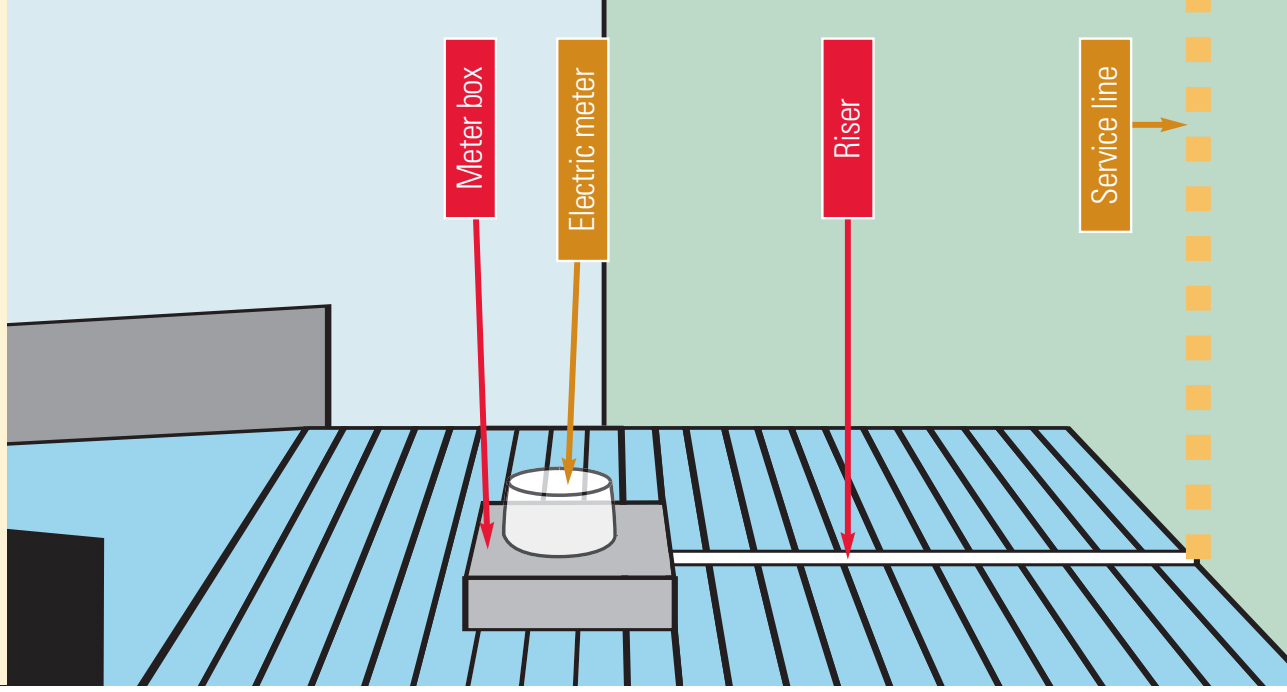
- There are three types of meter installations: **underground**, **above ground** and **weatherhead** (see reverse for images).
- Progress Energy is responsible for the service line and the actual electric meter.
- Customers are responsible for the following:
  - Meter box and riser (for underground meter installation)
  - Weatherhead, attachment hardware, riser and meter box (for above ground service)
  - Weatherhead, attachment hardware, riser and meter box (for weatherhead installation)
- If any components listed above are damaged, the customer should call a licensed electrician for repairs. We want to get your power back on quickly and getting your components repaired will help make that possible.
- For customers with overhead service (lines above ground on poles), Progress Energy owns the service line that goes from the pole on the street to the top of the house, where it connects to a device called a weatherhead.
- The weatherhead is an upside-down j-shaped device attached to the top of the house, usually on the side or back. The lines from the weatherhead run down into the meter box. The homeowner owns this line from the weatherhead to the meter box.
- If either the weatherhead, the meter base/box or the line connecting the weatherhead to the meter box is damaged, the homeowner must contact a licensed electrician to make repairs.
- Progress Energy cannot restore power until these repairs are made.
- Customers should avoid any damaged weatherhead, lines and meter boxes and assume that these items are energized.



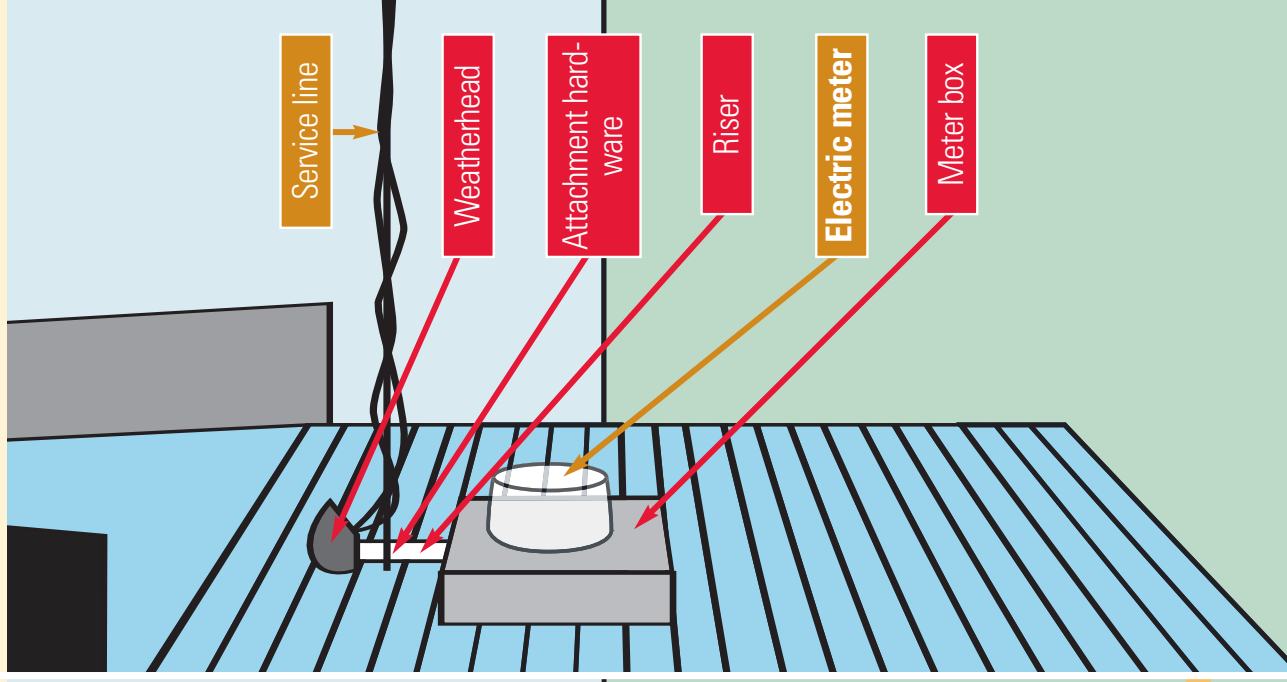
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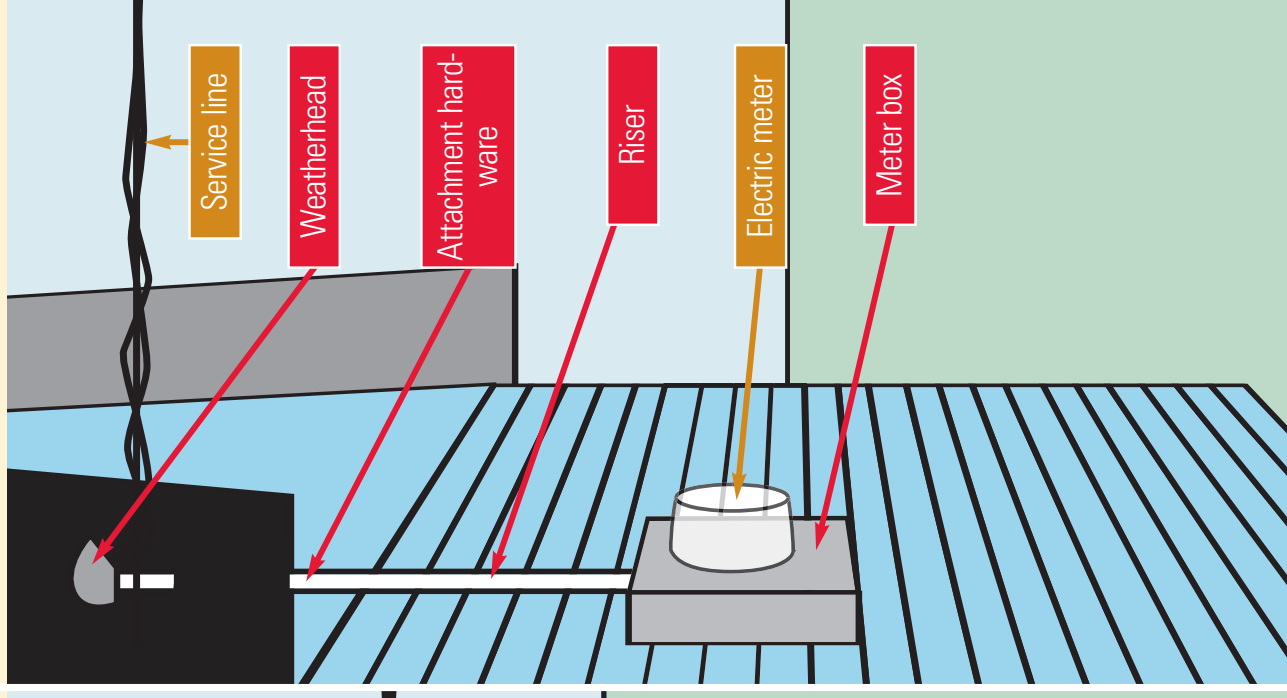
## Underground



## Above ground



## Weatherhead



Customer responsibility

Progress Energy responsibility

# Hurricane Safety Messages

## When the storm threatens

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- Check supplies and make sure you have the following items: portable radio with fresh batteries, flashlight, candles or lamps, matches, first aid kit, canned or packaged food that can be prepared without cooking or refrigeration, several days' supply of drinking water (one quart per person, per day), a full tank of gas in your car and cash.
- Unplug major non-vital appliances. Advanced surge-protection systems will protect your home from most power surges, but will not prevent damage from a direct lightning strike.
- Pay attention to local television and radio broadcasts for hurricane position, intensity and expected landfall.
- Prepare for high winds by boarding up or taping windows and other glass, anchoring objects outside and bracing garage door.
- Move boats and trailers close to the house and check mooring lines of boats in the water.
- Put important papers in watertight containers (take them if you evacuate) and move valuables to upper stories of your home.
- Fill your bathtub with water for sanitary purposes. Because water conducts electricity, it is not safe to run water during a storm.
- If you know someone who relies on electric-powered life-support equipment, be prepared to move that person to a facility outside of the storm's projected path to avoid the risk of an extended power outage.

## When the storm hits

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- Stay indoors in an inside room away from doors and windows, electrical outlets and water pipes. Don't go out in the brief calm during the eye of the storm.
- If you evacuate, shut off gas, water and electricity at the breaker box. Take blankets, first aid supplies and other essential items to the nearest shelter.
- Keep television and radio tuned for information from official sources. Be prepared to evacuate at a moment's notice.



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## After the storm has passed

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- Never go near downed power lines. Always assume they are energized and extremely dangerous. If someone suffers an electric shock, call 911 or your local rescue squad immediately. Even minor shocks may cause serious health problems later.
- Check for electrical damage inside your home, such as frayed wires, sparks or the smell of burning insulation. If you find damage, don't turn your power on until an electrician inspects your system and makes necessary repairs.
- Walk or drive cautiously. Watch out for debris-filled streets and weakened bridges. Snakes and insects can be a problem.
- Use your emergency water supply or boil water before drinking it until local officials deem the water supply safe. Report broken sewer or water mains.
- Make temporary repairs to protect property from further damage or looting. Beware of unscrupulous contractors.

## If the power goes out

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- **Call Progress Energy at 800.419.6356**  
Progress Energy customers may call our automated system to report a power outage. The advantage of using the automated line is that there is no wait time for callers and power outages are logged into the system more quickly. Once restoration time estimates are developed, those estimates will also be available to you through the automated system.
- Keep refrigerator and freezer doors closed. Food usually stays frozen about 48 hours. A refrigerator can keep food cold for about four hours. Remember, when in doubt, throw it out.
- Do not connect a generator directly to your home's electrical system. It is dangerous to you, your neighbors and utility workers. Follow manufacturer's directions regarding connecting appliances directly to your generator.
- In any power outage, utility crews restore service as quickly as possible, starting with the largest lines serving the most people.

Visit our Web site for additional storm preparedness information: [progress-energy.com](http://progress-energy.com).



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# Generator Safety

Many residents who lost power may turn to emergency generators to ensure a continuous flow of electricity to refrigerators, freezers, lights, fans and other appliances. Progress Energy urges residents to exercise extreme caution. While generators are a convenience in keeping appliances running during storm-related outages, they can also create hazards for homeowners and electric utility workers.



When operating a generator:

- Always operate a generator in accordance with manufacturer's guidelines and instructions. Do not operate more appliances and equipment than the output rating of the generator.
- To avoid CO poisoning, never use a generator indoors or in attached garages. Only operate the generator outdoors in a well-ventilated, dry area away from air intakes to the home.
- To avoid electrocution, plug individual appliances into the generator using heavy duty, outdoor rated cords with a wire gauge adequate for the appliance load.
- If connecting into the house wiring is necessary on a temporary basis, homes should have a transfer switch installed by a licensed electrician. A transfer switch allows your house to receive power directly from a portable generator as opposed to through the main circuit breaker normally supplied by Progress Energy. Transfer switches isolate the circuits supplied by the generator and prevent backfeeding – inadvertently energizing circuits in both systems.
- Backfeeding can most commonly occur when a generator is connected directly to the electric panel or circuit in a home. Feeding power back into the utility system during an outage will energize the transformer serving the house and could pose a serious threat to line and service and tree crews working to restore power in the area who may not know they are working with an energized line.